**<<TRAVELOFY>>**

**Booking Providing And Support Platform**

**Software Requirements Specification**

Version 1.0

Danang, Jan 2025

TABLE OF CONTENTS

[TABLE OF CONTENTS 2](#_3j2qqm3)

[1.](#_1fob9te) DOCUMENT HISTORY 4

[2.](#_3znysh7) REFERENCE DOCUMENTS 4

[3.](#_2et92p0) INTRODUCTION 4

[3.1 Product Overview](#_1y810tw) 5

[3.2 System Context Diagram 5](#_1y810tw)

[4. FUNCTIONAL REQUIREMENTS](#_4i7ojhp) 5

4.1 System Functional Overview 54

4.2 Use Case Descriptions 5

4.3 Use Case Detail 7

[5.](#_2s8eyo1) OVERVIEW 51

[5.1](#_17dp8vu) Actors 51

[5.2](#_2xcytpi) System Use Case Diagram 52

[5.3](#_26in1rg) System Pages Flow N/A

[6.](#_4i7ojhp) SCREEN DESIGN 53

[7.](#_3whwml4) Data Structure N/A

[7.1](#_2bn6wsx) Entity Diagram N/A

[7.2](#_qsh70q) Database N/A

8[.](#_35nkun2) NON-FUNCTIONAL REQUIREMENTS AND OTHERS N/A

8.1 External InterfacesN/A

8.2 Internal AttributesN/A

9[. REQUIREMENT APPENDIX](#_3o7alnk) 56

9.1 [Business Rules](#_qsh70q) 57

9.2 [Common Requirements](#_qsh70q) 58

9.3 [Application Messages List](#_qsh70q) 60

TABLE OF FIGURES

**Figure 1. Overview of Travelink Platform- Context Diagram 2**

**Figure 2. Use Case Diagram 4**

**Figure 3. Customer / Guest Screen Flow 5**

**Figure 4. Owner Screen Flow 6**

**Figure 5. Admin Screen Flow 7**

**Figure 6. Entity Diagram 8**

**Figure 7. Database 13**

**Figure 8. Entity Relationship Diagram 19**

[**144**](https://docs.google.com/document/d/1Wf5uG-Q2m5ZX9DdxUZAWCIZgrkjjjr6moMLn3MZ5ShM/edit#heading=h.35xuupr)

# DOCUMENT HISTORY

| Date | Summary of Changes | Version |
| --- | --- | --- |
| 21/01/2025 | Analyse software requirements for booking providing platform system | RMS\_SRS\_sample\_v1.0 |
|  |  |  |
|  |  |  |

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# REFERENCE DOCUMENTS

| Document Name | Description |
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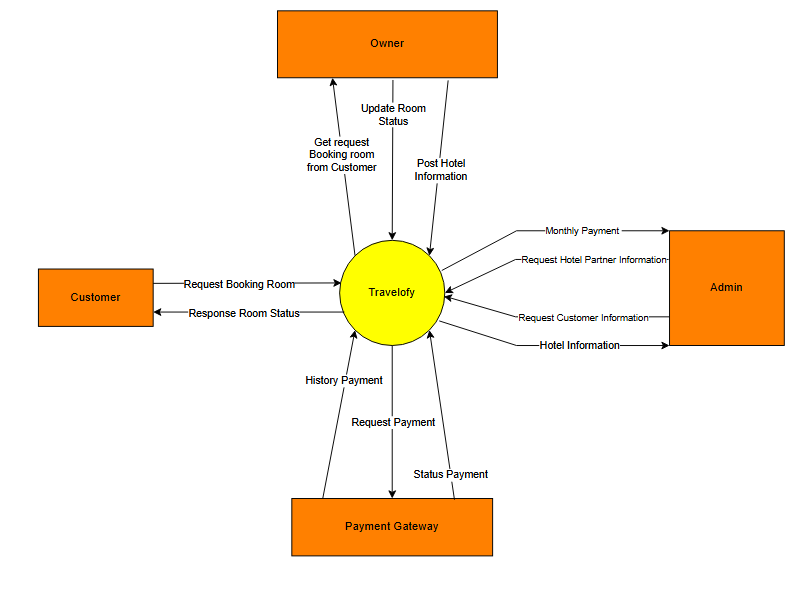
# INTRODUCTION

## Product Overview

Our project provides an intuitive, easy-to-use interface, allowing Customers to quickly search for and book travel services. This saves time and effort for tourists, eliminating the need to call or contact friends and family to make reservations. When travelers seek relaxation, simplifying the booking process is essential. Therefore, creating an advanced travel website is a wise and timely decision, aligning with the robust growth of the tourism industry. One of the unique aspects of our platform is that it allows Customers to find hotels based on their destination, including tour recommendations. Our website offers time-saving tools for travelers searching for exciting vacation destinations and services that can suit their demands and create a fulfilling experience, such as hotel searches and room bookings. By utilizing the platform's services, passengers can enhance their dependability and safety by over 50% and save over 80% of the time they would have spent looking for travel-related services. We have addressed the issue of reliability by including complete hotel reviews from past Customers in our app. Hotel managers can adjust services to meet customer needs based on feedback. Our product can recommend tours to travelers at their location, in contrast to the manual search methods now in use for travel services. When visiting any destination, tour recommendations are a terrific way to assist guests save time. Furthermore, we have distinct promotion guidelines for recommended excursions to guarantee tourists receive the greatest returns and experiences when utilizing our platform's services.

In general, Our project not only aims to enhance Customer experience but also to expand business scope, reaching all customer segments globally. The website will deliver a consistent experience across all devices, offering convenience and flexibility. Additionally, we will integrate powerful features such as quick room booking, secure and flexible payment methods, online customer support, and continuous updates based on customer feedback.

## System Context Diagram



***Figure 1. Overview of Travelink Platform- Context Diagram***

# FUNCTIONAL REQUIREMENTS

## System Functional Overview

## Use Case Descriptions

| ID | Use Case | Actors | Use Case Description |
| --- | --- | --- | --- |
| UC-1 | Login | Customer,Hotel Owner, Admin | Allow Customer, Hotel Owner, Admin login into Platform |
| UC-2 | Login by Google | Customer | Allow Customer to access faster to the platform |
| UC-3 | Register an account | Guest | Allow Guest create an account on platform |
| UC-4 | Logout | Customer,Hotel Owner, Admin | Allow Customer,Hotel Owner,Admin log out of platform |
| UC-5 | Forgot Password | Customer,Hotel Owner, Admin | Allow Customer,Hotel Owner,Admin reset password if they forgot password of their account |
| UC-6 | View personal information | Customer, Hotel Owner | Allow Customer, Hotel Owner to view their information on platform |
| UC-7 | Update personal information | Customer, Hotel ower | Allow Customer, Hotel Owner to update their information |
| UC-8 | Search hotel | Guest,Customer | Allow Guest,Customer search hotel to view and decide to book room |
| UC-9 | View transaction history | Customer | Allow Customers view all transactions that they paid before |
| UC-10 | Cancel booking room | Customer | Allow Customers cancel their booking that they book before |
| UC-11 | Book room | Customer, Hotel Owner | Allow Customers and Hotel Owner book room of hotel meets their conditions |
| UC-12 | Create feedback | Customer | Allow Customers create a feedback review after they checkout |
| UC-13 | View feedback | Guest, Customer, Hotel Owner, Admin | Allow all actors view feedback of a hotel of previous customers |
| UC-14 | Update feedback | Customer | Allow Customer update their feedback on hotel that they have checkouted |
| UC-15 | Delete feedback | Customer,Admin | Allow Customer,Admin delete feedback ( Customer only deletes their own feedbacks) |
| UC-16 | Create favorite hotel | Customer | Allow Customer add some favorite hotel in favorite hotel list |
| UC-17 | View favorite hotel | Customer | Allow Customer view favorite hotel list |
| UC-18 | Delete favorite hotel | Customer | Allow Customer delete a hotel in favorite hotel list |
| UC-19 | Pay | Customer | Allow Customer pay the transaction of booking that they have booked |
| UC-20 | Create hotel information | Hotel Owner | Allow Hotel Owner create a hotel of their own hotel |
| UC-21 | View hotel information | Guest,Customer, Hotel Owner, Admin | Allow actors view hotel’s information ( Hotel Owner only view their own hotel) |
| UC-22 | Update hotel information | Hotel Owner | Allow Hotel Owner update hotel information |
| UC-23 | Lock/ Unlock hotel | Admin | Allow admin lock/unlock hotel |
| UC-24 | Create hotel room | Hotel Owner | Allow Hotel room create room in their hotel |
| UC-25 | View hotel room | Customer,Hotel Owner, Admin | Allow Customer,Hotel Owner, Admin view room of a hotel |
| UC-26 | Update hotel room | Hotel Owner | Allow Hotel Owner update room information of their hotel |
| UC-27 | Delete hotel room | Hotel Owner | Allow Hotel Owner delete room of their own hotel |
| UC-28 | Create hotel service | Hotel Owner | Allow Hotel Owner create hotel service for their hotel |
| UC-29 | View hotel service | Customer, Hotel Owner, Admin | Allow Customer, Hotel Owner, Admin view service of hotel |
| UC-30 | Update hotel service | Hotel Owner | Allow Hotel Owner update hotel service |
| UC-31 | Delete hotel service | Hotel Owner | Allow Hotel Owner delete hotel service |
| UC-32 | View revenue table | Admin,Hotel Owner | Allow Hotel Owner,Admin view revenue table in dashboard |
| UC-33 | View Monthly Payment | Hotel Owner, Admin | Allow Hotel Owner and Admin view monthly payment of each hotel |
| UC-34 | View number of rooms available by date | Hotel Owner | Allow Hotel Owner view number of rooms available by date |
| UC-35 | View booking schedule | Hotel Owner | Allow Hotel Owner view booking schedule |
| UC-36 | View booking bill | Hotel Owner | Allow Hotel Owner view booking bill |
| UC-37 | Export bill | Hotel Owner | Allow Hotel Owner export data of a bill |
| UC-38.1 | View pending hotel owner account | Admin | Allow Admin view pending owner account |
| UC-38.2 | Approve hotel owner account | Admin | Allow Admin accept an hotel owner account |
| UC-38.3 | Registration Hotel with License | Hotel Owner | Require license of business from Owner |
| UC-39 | View customer information | Admin | Allow admin to see information of a customer |
| UC-40 | Lock / Unlock customer account | Admin | Allow Admin lock an account if they violate the terms and unlock |

## Use Case Details

**4.3.1 Login Customer / Guest**

| Use Case ID: | UC-1 | Use Case Name: | Login |
| --- | --- | --- | --- |
| Created By: | ChauTDN | Date Created: | 01/19/2025 |
| Primary Actor: | Customer | Secondary Actor: | None |
| Description: | This use case allows customers to log in to the system | | |
| Priority: | High | | |
| Trigger: | Customers click on the "Get Started" button on the hotel owner home page. it will redirect the customer login page | | |
| Preconditions: | PRE-1: The customer already has a registered account on the system. | | |
| Post-Conditions: | POST-1: The customer successful login of the system | | |
| Basic Flow: | 1. The customer navigates to the homepage.  2. The customer clicks on the "GET STARTED" button .  3. The system displays the login form requiring:  Email or username  Password  4. The customer enters the login information in the corresponding fields.  5. The customer clicks the "Login" button.  6. The system validates the login information:  7. Checks if the email/username exists in the database.  8. Checks if the password matches the stored information in the database.  9. If the login information is valid, the system logs in the hotelowner and redirects them to the hotelowner's homepage.  10. The system displays a successful login message. | | |
| Alternative Flow: | + Invalid Login Information  If the email/username does not exist or the password is incorrect, the system displays an MSG01 (Inline message) and prompts the customer to re-enter the login information.  + Customer Forgets Password  If the customer forgets their password, they can click on the "Forgot Password" link. The system will prompt the customer to enter their email to send a password reset link. | | |
| Exception Flow: | Invalid Credentials  The customer enters an incorrect email or password.The system displays an MSG01 (Inline message). | | |
| Business Rules: | BR-01, BR-02, BR-03, BR-04, BR-10, BR-16 | | |

**4.3.2 Login Customer / Guest**

| Use Case ID: | UC-2 | Use Case Name: | Login by Google |
| --- | --- | --- | --- |
| Created By: | ChauTDN | Date Created: | 01/19/2025 |
| Primary Actor: | Customer | Secondary Actor: | Google Authenticator |
| Description: | This use case describes how a user can sign in to their account in the Travelofy system. The system verifies the credentials and grants access to the user's account. | | |
| Priority: | High | | |
| Trigger: | User login to the system with their Google account | | |
| Preconditions: | PRE-01: The guest has a valid Google account. | | |
| Post-Conditions: | POST-1: Travelofy system works stably, without error.  POST-2: The Customer successfully logged into the Travelofy system. | | |
| Basic Flow: | 1. The user accesses the landing page.  2. Click on the “Get started” button.  3. System redirects to the Login/Register page.  4. Click on the “Continue with Google” button.  5. System redirects to the Login form provided by Google.  6. User login their Google account  7. Google verify the account then ask for permission  8. User get redirected back to landing page | | |
| Alternative Flow: | 8a. User first time login with that email in Travelofy system  8a.1 System send a mail contains the default password of the account  8a.2 User get redirected to account information page and get announced to update account information (MSG28) | | |
| Exception Flow: | 7a. The user login with their Google account but did not give permission  7a.1 User get redirected to error page | | |
| Business Rules: | BR-02, BR-03, BR-16, BR-19 | | |

**4.3.3 Register Customer**

| Use Case ID: | UC-3 | Use Case Name: | Register an account |
| --- | --- | --- | --- |
| Created By: | ChauTDN | Date Created: | 01/19/2025 |
| Primary Actor: | Guest | Secondary Actor: | None |
| Description: | This use case describes the process of guests creating an account on the Travelofy website, and providing their personal information such as their name, email address, and password to become Customers. | | |
| Priority: | High | | |
| Trigger: | A Guest want to create an account to log in Travelofy website | | |
| Preconditions: | PRE-1. The Guest has access to the Travelofy platform.  PRE-2. Guest has a valid email address. | | |
| Post-Conditions: | POST-1. The Guest’s account is created and stored in the system.  POST-2. The Guest receives a confirmation email or message about successful registration.  POST-3. The Guest can log in using their new account credentials. | | |
| Basic Flow: | The guest accesses the Customer page.   1. Click on the “Get started” button. 2. System redirects to the Login/Register page 3. Click on the “Register” button. 4. System displays Register form include : Name, Phone number, Gmail, password 5. Guest types in all the required fields needed to create an account. 6. Click on the button “SIGN UP” 7. The system checks for existing accounts with the same email address. 8. The system sends code verify email 9. Guest confirms code verify email 10. The system sends a confirmation email to the Guest’s provided email address. 11. The system creates a new account with the provided information. 12. The system displays a success message informing the Guest that their account has been created. | | |
| Alternative Flow: | At step 6: User does not enter all necessary information  - The system displays message MSG36  At step 7: The entered email was existed  - The system will redirect guest back to register form and displays message MSG40  At step 10: Confirm email code is wrong, system displays message MSG41 | | |
| Exception Flow: | None | | |
| Business Rules: | BR-01 | | |

**4.3.4 Register Owner**

| Use Case ID: | UC-4 | Use Case Name: | Register as a Hotel Owner |
| --- | --- | --- | --- |
| Created By: | ChauTDN | Date Created: | 01/19/2025 |
| Primary Actor: | Guest/Customer | Secondary Actor: | Admin |
| Description: | This use case describes the process for a Customer or Guest to register as a Hotel Owner on the Travelofi website by providing personal details and valid legal documents that verify their hotel ownership. The request is then reviewed and approved by an Admin before activation. | | |
| Priority: | High | | |
| Trigger: | A Customer or Guest wants to list a hotel on Travelofy and applies to become a Hotel Owner. | | |
| Preconditions: | PRE-1: The user has access to the Travelofy platform.  PRE-2: The user has a valid email address.  PRE-3: The user has all necessary legal documentation proving hotel ownership. | | |
| Post-Conditions: | POST-1: The user’s application is submitted for review.  POST-2: The Admin reviews and approves or rejects the application.  POST-3: If approved, the user is granted Hotel Owner status and can list and manage their hotel on the platform. | | |
| Basic Flow: | 1. The user accesses the "Become a Owner" page. 2. Clicks on the "Register as a Owner" button. 3. The system displays a registration form that includes fields for personal details, hotel information, and required documentation uploads. 4. The user fills in all required information and uploads necessary documents. 5. Clicks the "Submit Application" button. 6. The system verifies that all required fields are completed. 7. The system sends a confirmation email to the user and notifies the Admin of the new application. 8. The Admin reviews the application and verifies the provided documentation. 9. If the application is approved, the system updates the user's status to Hotel Owner and sends a confirmation email. 10. If the application is rejected, the system notifies the user with a reason for rejection. | | |
| Alternative Flow: | At Step 4: If the user does not enter all required information, the system displays message MSG50.  At Step 8: If the provided documents are invalid, the Admin rejects the application, and the system displays message MSG51. | | |
| Exception Flow: | None | | |
| Business Rules: | BR-01, BR-05, BR-10, BR-15 | | |

**4.3.5 Forgot Password**

| Use Case ID: | UC-5 | Use Case Name: | Forgot password |
| --- | --- | --- | --- |
| Created By: | ChauTDN | Date Created: | 01/19/2025 |
| Primary Actor: | Customer, Hotel Owner, Admin | Secondary Actor: | Email Service Provider |
| Description: | This use case allows a user who has forgotten their password to reset it through the Travelofy platform. The user will initiate the password reset process, receive a reset link via email, and create a new password. | | |
| Priority: | High | | |
| Trigger: | The user clicks on “Forgot password?” link | | |
| Preconditions: | PRE-1. The user has an existing account on the Travelofy platform. | | |
| Post-Conditions: | POST-1. The user’s password is successfully reset.  POST-2. The user can log in with the new password. | | |
| Basic Flow: | User navigates to the Travelofy login page.   1. User clicks on the "Forgot Password" link. 2. The system displays a form requesting the user’s email address. 3. User enters their email address and submits the form. 4. The system validates the email address. 5. The system generates a unique password reset token and sends a password reset email to the provided email address. 6. User enter reset token to reset password 7. The system notifies password will be reseted 8. The system sends a new password mail to provided email address 9. Users can now log in with the new password. | | |
| Alternative Flow: | 2.0.E1 Email Not Received   1. If the user does not receive the password reset email, they can request the system to resend the email. 2. User verifies their email address and requests to resend the email. 3. The system resends the password reset email. 4. Return to step 6 of the main success scenario.   2.0.E2 Expired Reset Token   1. If the user clicks on the password reset link after the reset token has expired, the system displays a message MSG42 2. User restarts the password reset process from step 1 of the main success scenario.   2.0.E3 Wrong verify code  6. If the user enter the wrong token code, display message MSG41 | | |
| Exception Flow: | N/A | | |
| Business Rules: | BR-03,BR-06 | | |

**4.3.6 View History Transaction**

| Use Case ID: | UC-9 | Use Case Name: | View transaction history |
| --- | --- | --- | --- |
| Created By: | HungPT | Date Created: | 18/01/2025 |
| Primary Actor: | Customer, Hotel Owner | Secondary Actor: | None |
| Description: | Customer can view their transaction history as same as their bill which can show the information of booking and they were save in 4 status: All, Processing, Finished, Cancel | | |
| Priority: | High | | |
| Trigger: | Customer and Hotel Owner can click onTransaction History button in User’s Profile | | |
| Preconditions: | PRE-1. Customer already login in Travelofy PRE-2. Customer have booked in Travelofy | | |
| Post-Conditions: | POST-1. Display history booking, include all information and related status | | |
| Basic Flow: | 1.The customer logs into the Travelofy system and clicks on the "Transaction History" button in navbar or in the customer's profile.  2.The system identifies the customer's account ID and retrieves all booking records associated with the ID.  3.The system filters the booking records by status (All, Processing, Finished, Cancel) and sorts them in chronological order.  4.The system displays the customer's booking history, including information about each booking and its status.  5.The customer can view detailed information about each booking, including room information, prices, booking dates, and status.  6.The customer can Click ‘View Detail’ to view their booking bill infomation | | |
| Alternative Flow: | If the customer does not have any bookings, the system will display (MSG34) | | |
| Exception Flow: | If the system encounters an error while querying the database, the system will display an error message and ask the customer to try again later. | | |
| Business Rules: |  | | |

**4.3.7 Update personal information**

| Use Case ID: | UC-7 | Use Case Name: | Update personal information |
| --- | --- | --- | --- |
| Created By: | LongVQH | Date Created: | 01/19/2025 |
| Primary Actor: | Customer, Hotel Owner | Secondary Actor: | None |
| Description: | This use case describes how a customer and Hotel Owner can update personal information on the Travelofy platform. | | |
| Priority: | High | | |
| Trigger: | The customer or Hotel Owner login their account click to the avatar. | | |
| Preconditions: | PRE-1: The customer or Hotel Owner is logged into the Travelofy platform.  PRE-2: The customer or Hotel Owner clicked avatar icon and uploaded the new avatar. | | |
| Post-Conditions: | POST-1: Travelofy system works stably, without error.  POST-2: The customer or Hotel Owner’s updates a new avatar .  POST-3: The new avatar is saved in the system. | | |
| Basic Flow: | 1. The customer or Hotel Owner views their avatar at the information page.  2. The customer or Hotel Owner selects the “Change Avatar” option.  3. The system popup a change avatar props.  4. The customer or Hotel Owner uploads the new avatar.  5.The Travelofy platform receives the new avatar to save and updates the new Avatar. | | |
| Alternative Flow: | None | | |
| Exception Flow: | 4a. If the customer or Hotel Owner upload video or gif-file instead of PNG, JPG,.. the system refuses to update . | | |
| Business Rules: | BR-07, BR-16, BR-18 | | |

**4.3.8 Hotel Monthly Payment**

| Use Case ID: | UC-32, UC-33 | Use Case Name: | View Hotel Monthly Payment |
| --- | --- | --- | --- |
| Created By: | HungPT | Date Created: | 18/01/2025 |
| Primary Actor: | Admin, Hotel Owner | Secondary Actor: | None |
| Description: | Admin and Hotel Owner can view a detailed table of revenue generated by the website, which includes information on all transactions, categorized by date, room, customer, and amount. | | |
| Priority: | High | | |
| Trigger: | Admin and Hotel Owner click the "View Revenue" button in their respective dashboards. | | |
| Preconditions: | PRE-1: The Admin or Hotel Owner must be logged into the Travelofy system. | | |
| Post-Conditions: | POST-1: The system displays a comprehensive revenue table, including all relevant financial data.  POST-2: The system allows the Admin or Hotel Owner to filter and sort the revenue data based on various criteria. | | |
| Basic Flow: | 1.The Admin or Hotel Owner logs into the Travelofy system and navigates to their respective dashboards.  2.The Admin or Hotel Owner clicks on the "View Revenue" button.  3.The system retrieves revenue data from the database, including transaction details such as date, room, customer, and amount.  4.The system displays the revenue table to the Admin or Hotel Owner, showing all relevant financial data.  5.The Admin or Hotel Owner can filter the revenue data by date range, room type, customer, and other criteria.  6.The Admin or Hotel Owner can sort the revenue data in ascending or descending order based on date, amount, or other fields. | | |
| Alternative Flow: | If no revenue data is available for the selected criteria, the system will display a message indicating that there are no records to show. | | |
| Exception Flow: | Database Query Error:  If the system encounters an error while retrieving data from the database, it will display an error message and prompt the Admin or Hotel Owner to try again later. | | |
| Business Rules: |  | | |

**4.3.9 Create hotel service**

| Use Case ID: | UC-28 | Use Case Name: | Create hotel service |
| --- | --- | --- | --- |
| Created By: | ChauTDN | Date Created: | 01/19/2025 |
| Primary Actor: | Hotel Owner | Secondary Actor: | None |
| Description: | This use case allows hotel owners to create a new service offering for their hotel. | | |
| Priority: | High | | |
| Trigger: | The hotel owner clicks on the "Add Service" button in their account dashboard. | | |
| Preconditions: | PRE-1: The hotel owner must be logged into their account.  PRE-2: The hotel owner must have the necessary permissions to create services for their hotel. | | |
| Post-Conditions: | POST-1: A new service offering is created and added to the hotel's list of services.  POST-2: The new service is visible to customers searching for hotel services. | | |
| Basic Flow: | 1. The hotel owner logs into their account.  2. The hotel owner navigates to the "Services" section of their dashboard.  3. The hotel owner clicks on the "Create Service" link or button.  4. The system displays a form for creating a new service, including fields such as:  + Service name  + Description  + Price  + Availability (dates and times)  5. The hotel owner fills in the form with the relevant information.  6. The hotel owner clicks the "Submit" button.  7. The system validates the information entered by the hotel owner.  8. If the information is valid, the system creates the new service and saves it in the database.  9. The system displays a confirmation message indicating that the service has been successfully created. | | |
| Alternative Flow: | Cancel Creation  The hotel owner navigates to add a new service. The hotel owner decides to cancel the creation of a new service. The system discards the entered information and returns to the previous state. | | |
| Exception Flow: | Hotel Owner Not Logged In  The hotel owner attempts to view hotel services without being logged into their account. The system redirects the customer to the login page with an MSG14 (Inline message).  System Error Saving Service  The hotel owner enters the details of a new service. The system encounters an error while processing and saving the new service. The system displays an MSG18 (Inline message). | | |
| Business Rules: | BR-03, BR-12, BR-15 | | |

**4.3.10 View hotel service**

| Use Case ID: | UC-29 | Use Case Name: | View hotel service |
| --- | --- | --- | --- |
| Created By: | ChauTDN | Date Created: | 01/19/2025 |
| Primary Actor: | Hotel Owner | Secondary Actor: | None |
| Description: | This use case allows customers and hotel owners to view details of the services offered by a hotel. | | |
| Priority: | High | | |
| Trigger: | The customer or hotel owner selects a service from the hotel's list of services to view its details. | | |
| Preconditions: | PRE-1: The hotel has services listed in the system. | | |
| Post-Conditions: | POST-1: The system displays the details of the selected service. | | |
| Basic Flow: | 1. The actor navigates to the hotel's services page.  2. The actor selects a service they want to view.  3. The system retrieves the details of the selected service from the database.  4. The system displays the service details, including:  + Service name  + Description  + Price  + Availability (dates and times). | | |
| Alternative Flow: | No Services Listed  The hotel owner selects a hotel to view detailed information. The system detects that there are no specific services listed for the hotel. The system displays a MSG13 (Information message) indicating no services are available. | | |
| Exception Flow: | Hotel Owner Not Logged In  The hotel owner attempts to view hotel services without being logged into their account. The system redirects the customer to the login page with an MSG14 (Inline message).  System Error Retrieving Services  The hotel owner selects a hotel to view detailed information. The system encounters an error while retrieving the list of services. The system displays an MSG15 (Inline message). | | |
| Business Rules: | BR-03, BR-12, BR-15, BR-16 | | |

**4.3.11 Update hotel service**

| Use Case ID: | UC-30 | Use Case Name: | Update hotel’s service |
| --- | --- | --- | --- |
| Created By: | ChauTDN | Date Created: | 01/19/2025 |
| Primary Actor: | Hotel Owner | Secondary Actor: | None |
| Description: | This use case allows hotel owners to update details of an existing service offered by their hotel. | | |
| Priority: | High | | |
| Trigger: | The hotel owner selects a service to update and clicks on the "Edit" or "Update" button. | | |
| Preconditions: | PRE-1: The hotel owner must be logged into their account.  PRE-2: The hotel owner must have the necessary permissions to update services for their hotel.  PRE-3: The service to be updated must exist in the hotel's list of services. | | |
| Post-Conditions: | POST-1: The service details are updated and saved in the database.  POST-2: The updated service information is visible to customers. | | |
| Basic Flow: | 1. The hotel owner logs into their account.  2. The hotel owner navigates to the "Services" section of their dashboard.  3. The hotel owner selects the service they want to update.  4. The hotel owner clicks on the "Edit" or "Update" button next to the selected service.  5. The system displays a form populated with the current details of the service, including:  + Service name  + Description  + Price  + Availability (dates and times)  6. The hotel owner updates the information in the form fields as needed.  7. The hotel owner clicks the "Save" or "Submit" button.  8. The system validates the updated information.  9. If the information is valid, the system updates the service details in the database.  10. The system displays a confirmation message indicating that the service has been successfully updated. | | |
| Alternative Flow: | Cancel Update  The hotel owner navigates to update hotel services. The hotel owner decides to cancel the update action. The system discards the changes and returns to the previous state. | | |
| Exception Flow: | Hotel Owner Not Logged In  The hotel owner attempts to view hotel services without being logged into their account. The system redirects the customer to the login page with an MSG14 (Inline message).  System Error Saving Changes  The hotel owner updates the list of services for their hotel. The system encounters an error while processing and saving the changes. The system displays an MSG16 (Inline message). | | |
| Business Rules: | BR-03, BR-07, BR-12 | | |

**4.3.12 Delete hotel service**

| Use Case ID: | UC-31 | Use Case Name: | Delete hotel service |
| --- | --- | --- | --- |
| Created By: | ChauTDN | Date Created: | 01/19/2025 |
| Primary Actor: | Hotel Owner | Secondary Actor: | None |
| Description: | This use case allows hotel owners to delete a service offering from their hotel's list of services. | | |
| Priority: | High | | |
| Trigger: | The hotel owner selects the service they want to delete and clicks on the "Delete" button. | | |
| Preconditions: | PRE-1: The hotel owner must be logged into their account.  PRE-2: The hotel owner must have the necessary permissions to delete services for their hotel.  PRE-3: The service to be deleted must exist in the hotel's list of services. | | |
| Post-Conditions: | POST-1: The selected service is removed from the hotel's list of services and is no longer visible to customers. | | |
| Basic Flow: | 1. The hotel owner logs into their account.  2. The hotel owner navigates to the "Services" section of their dashboard.  3. The hotel owner selects the service they want to delete.  4. The hotel owner clicks on the "Delete" button next to the selected service.  5. The system displays a confirmation dialog asking the owner to confirm the deletion.  6. The hotel owner clicks "Yes" to confirm the deletion.  7. The system deletes the selected service from the database.  8. The system displays a confirmation message indicating that the service has been successfully deleted. | | |
| Alternative Flow: | Cancel Deletion  The hotel owner navigates to manage hotel services. The hotel owner decides to cancel the deletion of a service. The system discards the deletion request and returns to the previous state. | | |
| Exception Flow: | Hotel Owner Not Logged In  The hotel owner attempts to view hotel services without being logged into their account. The system redirects the customer to the login page with an MSG14 (Inline message).  System Error DeletingChanges  The hotel owner selects a service to delete from the hotel's list of services. The system encounters an error while processing the deletion request. The system displays an MSG17 (Inline message). | | |
| Business Rules: | BR-03, BR-07, BR-12 | | |

**4.3.13 Hotel Owner Account Approval**

| Use Case ID: | UC-38.2 | Use Case Name: | Hotel owner account approval |
| --- | --- | --- | --- |
| Created By: | ChauTDN | Date Created: | 01/19/2025 |
| Primary Actor: | Admin | Secondary Actor: | Hotel owner |
| Description: | This use case describes the process where an Admin reviews and approves or rejects a Hotel Owner application based on the provided legal documentation and hotel information. | | |
| Priority: | High | | |
| Trigger: | A new Hotel Owner application is submitted and requires approval. | | |
| Preconditions: | PRE 1: Applicant’s account didn’t register as an owner in the system  PRE 2: The applicant has submitted a complete application with all required documents. | | |
| Post-Conditions: | POST-1: If approved, the applicant is granted Hotel Owner status and can register and manage their hotel on the platform.  POST-2: If rejected, the applicant is notified with the reason for rejection. | | |
| Basic Flow: | 1. The Admin logs into the Travelofy Admin panel. 2. Navigates to the "Hotel Owner Applications" section. 3. Selects a pending application for review. 4. Reviews the provided details and uploaded legal documents. 5. Based on the verification, the Admin either approves or rejects the application. 6. If approved, the system updates the user’s status to Hotel Owner and sends a confirmation email. 7. If rejected, the system notifies the applicant with a reason for rejection. | | |
| Alternative Flow: | At Step 4: If the documents are missing or invalid, the Admin can request additional information from the applicant before making a decision.  At Step 5: If the Admin needs further verification, they can escalate the application for additional review. | | |
| Exception Flow: | N/A | | |
| Business Rules: | BR-5, BR-10, BR-15 | | |

**4.3.14 Hotel Registration Approval**

| Use Case ID: | UC-38.2 | Use Case Name: | Hotel registration approval |
| --- | --- | --- | --- |
| Created By: | ChauTDN | Date Created: | 01/19/2025 |
| Primary Actor: | Admin | Secondary Actor: | Hotel owner |
| Description: | This use case describes the process where an Admin reviews and approves or rejects a registered hotel submitted by a Hotel Owner before it is listed on the Travelofi platform. | | |
| Priority: | High | | |
| Trigger: | A new hotel registration is submitted by a Hotel Owner and requires approval. | | |
| Preconditions: | PRE-1: The hotel registration request has been submitted by a verified Hotel Owner.  PRE-2: The hotel details and required legal documentation are provided.  PRE-3: The Admin has the necessary permissions to approve hotel registrations. | | |
| Post-Conditions: | POST-1: If approved, the hotel is listed on the platform and available for booking.  POST-2: If rejected, the Hotel Owner is notified with the reason for rejection | | |
| Basic Flow: | 1. The Admin logs into the Travelofy Admin panel. 2. Navigates to the "Hotel Registrations" section. 3. Selects a pending hotel registration request. 4. Reviews the submitted hotel details and legal documents. 5. If the details are valid, the Admin approves the hotel registration. 6. The system updates the hotel status to active and lists it on the platform. 7. The system sends a confirmation email to the Hotel Owner. 8. If the details are invalid, the Admin rejects the request and provides a reason. 9. The system notifies the Hotel Owner of the rejection with an explanation. | | |
| Alternative Flow: | At Step 4: If the hotel documents are missing or incorrect, the Admin can request additional information from the Hotel Owner before making a decision.  At Step 5: If further verification is needed, the Admin can escalate the request for additional review. | | |
| Exception Flow: | N/A | | |
| Business Rules: | BR-5, BR-10, BR-15 | | |

**4.3.15 Hotel Registration**

| Use Case ID: | UC-38.3 | Use Case Name: | Hotel registration |
| --- | --- | --- | --- |
| Created By: | ChauTDN | Date Created: | 01/19/2025 |
| Primary Actor: | Hotel owner | Secondary Actor: | Admin |
| Description: | This use case describes the process where a Hotel Owner registers a hotel on the Travelofy platform. The hotel registration must be reviewed and approved by an Admin before it becomes active on the system. | | |
| Priority: | High | | |
| Trigger: | A Hotel Owner submits a request to register a new hotel on the platform.. | | |
| Preconditions: | PRE-1: The Hotel Owner has an approved owner account.  PRE-2: The Hotel Owner provides all necessary hotel details and valid legal documentation.  PRE-3: The Admin has the necessary permissions to review and approve hotels. | | |
| Post-Conditions: | POST-1: If approved, the hotel is listed and available for booking.  POST-2: If rejected, the Hotel Owner is notified with the reason for rejection and can resubmit with corrections. | | |
| Basic Flow: | 1. The Hotel Owner logs into the Travelofy platform. 2. Navigates to the "Register a Hotel" section. 3. Fills in hotel details, including name, location, contact information, amenities, and uploads required legal documents. 4. Clicks the "Submit for Approval" button. 5. The system verifies that all required fields are completed and documents are uploaded. 6. The Admin receives a notification of a new hotel registration request. 7. The Admin reviews the submitted details and legal documentation. 8. The Admin may request additional documents or clarifications from the Hotel Owner if needed. 9. Based on verification, the Admin either approves or rejects the hotel registration. 10. If approved, the system updates the hotel status to active and lists it on the platform. 11. If rejected, the system notifies the Hotel Owner with the reason for rejection and instructions for resubmission. | | |
| Alternative Flow: | At Step 3: If the Hotel Owner does not complete all required fields, the system displays message MSG60.  At Step 5: If the system detects missing or incorrect documents, the system prompts the Hotel Owner to correct the issue before submission.  At Step 8: If the Admin requires further verification, they can request additional documentation before making a decision. | | |
| Exception Flow: | N/A | | |
| Business Rules: | BR-5, BR-10, BR-15 | | |

**4.3.16 Create feedback**

| Use Case ID: | UC-12 | Use Case Name: | Create feedback |
| --- | --- | --- | --- |
| Created By: | LongVQH | Date Created: | 01/19/2025 |
| Primary Actor: | Customer | Secondary Actor: | None |
| Description: | This use case describes how a create a feedback review after they checkout  on the Travelofi platform. | | |
| Priority: | Medium | | |
| Trigger: | After the customer checkout and payment on the Travelofi . | | |
| Preconditions: | PRE-1: The customer successfully checked out .  PRE-2: A popup shows that customers can leave a feedback comment. | | |
| Post-Conditions: | POST-1: Travelofy system works stably, without error.  POST-2: The customer creates new feedback .  POST-3: The new feedback is saved in the system. | | |
| Basic Flow: | 1. The customer checked out successfully there on the Travelofi platform.  2. The system popup a field that customers can leave a feedback comment.  3. The customer clicks save and pops up close.  4. The Travelofy platform receives the new comment to save. | | |
| Alternative Flow: | None | | |
| Exception Flow: | 1a. Customer can close the pops up without leave the feedback | | |
| Business Rules: | BR-07, BR-16, BR-18 | | |

**4.3.16 View feedback**

| Use Case ID: | UC-13 | Use Case Name: | View feedback |
| --- | --- | --- | --- |
| Created By: | LongVQH | Date Created: | 01/19/2025 |
| Primary Actor: | Guest, Customer, Hotel Owner, Admin | Secondary Actor: | None |
| Description: | This use case describes how all users can view feedback reviews of a hotel of previous customers. | | |
| Priority: | Medium | | |
| Trigger: | Click on the specific hotel view page and scroll down to the feedback sections. | | |
| Preconditions: | PRE-1: The user clicks on the specific hotel.  PRE-2: A Section shows all previous feedback comments. | | |
| Post-Conditions: | POST-1: Travelofy system works stably, without error.  POST-2: All users can see feedback on each specific hotel. | | |
| Basic Flow: | 1. The user chooses a specific hotel on the Travelofi platform.  2. The system shows a field of all feedback comments. | | |
| Alternative Flow: | None | | |
| Exception Flow: | None | | |
| Business Rules: | BR-07, BR-16, BR-18 | | |

**4.3.17 Search Hotel**

| Use Case ID: | UC-8 | Use Case Name: | Search Hotel |
| --- | --- | --- | --- |
| Created By: | NhatNM | Date Created: | 19/01/2025 |
| Primary Actor: | Guest,Customer | Secondary Actor: | None |
| Description: | This use case describes how a Guest,CustomerAdmin Search hotel to view the hotel list with criterias : location,number of people , number of rooms, check in day, check out day. | | |
| Priority: | High | | |
| Trigger: | Guest,CustomerAdmin :Search hotel want to view the hotel list with criterias : location,number of people , number of room, check in day, check out day | | |
| Preconditions: | PRE-1. Guest,Customer,Admin search for a hotel with right criterias : location,number of people , number of room, check in day, check out day. | | |
| Post-Conditions: | POST-1: The hotel list is retrieved from the database and displayed to the user.  POST-2: The user’s action of viewing hotel list is logged for auditing purposes | | |
| Basic Flow: | Search hotel flow  1. Guest,Customer click search hotel  2. Guest,Customer enter the criterias : location,number of people , number of room, check in day, check out day  3. Travelofy shows the hotel’s list following the request. | | |
| Alternative Flow: | N/A | | |
| Exception Flow: | N/A | | |
| Business Rules: | N/A | | |

###### 

###### 4.3.18 Cancel Booking

| Use Case ID: | UC-10 | Use Case Name: | Cancel booking room |
| --- | --- | --- | --- |
| Created By: | NhatNM | Date Created: | 19/01/2025 |
| Primary Actor: | Customer | Secondary Actor: | Hotel Host |
| Description: | A customer initiates the cancellation of a room booking. Upon confirmation, the system changes the booking status and sends a request to the hotel host for approval. | | |
| Priority: | High | | |
| Trigger: | Customer wants to cancel their booking | | |
| Preconditions: | PRE-01: Customer has logged in into Travelofy systems  PRE-02: Customer has an active booking room with status “Paid” | | |
| Post-Conditions: | POST-1: Travelofy system works stably, without error.  POST-2: The room booking status is changed to “Cancel”  POST-3: The booking room is now available for other reservations | | |
| Basic Flow: | 1. The customer navigates to the Transaction History section.  2. Under booking details with status “PAID”, the customer identifies the “Cancel” button.  3. The customer clicks the “Cancel” button.  4. The system prompts the customer to confirm the cancellation (MSG29). If approved, the system set the status of that reservation to “Cancel” or “Refunding” based on the policy and announce the customer | | |
| Alternative Flow: | None | | |
| Exception Flow: | None | | |
| Business Rules: | BR-04, BR-08, BR-16, BR-17 | | |

**4.3.19 Update feedback**

| Use Case ID: | UC-14 | Use Case Name: | Update feedback |
| --- | --- | --- | --- |
| Created By: | LongVQH | Date Created: | 01/19/2025 |
| Primary Actor: | Customer | Secondary Actor: | None |
| Description: | This use case describes how all Customers can update their feedback reviews of a hotel. | | |
| Priority: | Medium | | |
| Trigger: | Click on the three dots on the right-top of their comment and choose edit. | | |
| Preconditions: | PRE-1: Customer has logged in into Travelofy systems.  PRE-2: The customer finds their previous feedback on the specific hotel.  PRE-3: The customer chooses “edit” . | | |
| Post-Conditions: | POST-1: Travelofy system works stably, without error.  POST-2: Customers can see that their feedback has been updated. | | |
| Basic Flow: | 1. The customer finds their previous feedback on the specific hotel.  2. The customer clicks on the three dots on the right-top of their comment and chooses edit.  3. After customer edit and click save button. | | |
| Alternative Flow: | None | | |
| Exception Flow: | None | | |
| Business Rules: | BR-07, BR-16, BR-18 | | |

**4.3.20 View Booking History**

| Use Case ID: | UC-35 | Use Case Name: | View Booking Schedule |
| --- | --- | --- | --- |
| Created By: | NhatNM | Date Created: | 19/01/2024 |
| Primary Actor: | Hotel Owner | Secondary Actor: | None |
| Description: | Admin and Hotel Owner can view a schedule of all bookings, including details such as dates, room types, customer information, and booking statuses. | | |
| Priority: | High | | |
| Trigger: | Admin and Hotel Owner click the "View Booking Schedule" button in their respective dashboards. | | |
| Preconditions: | PRE-1: The Admin or Hotel Owner must be logged into the Travelofy system. | | |
| Post-Conditions: | POST-1: The system displays a detailed booking schedule, including all relevant information. | | |
| Basic Flow: | 1.The Admin or Hotel Owner logs into the Travelofy system and navigates to their respective dashboards.  2.The Admin or Hotel Owner clicks on the "View Booking Schedule" button.  3.The system retrieves booking data from the database, including dates, room types, customer information, and booking statuses.  4.The system displays the booking schedule in a calendar or list view, showing all relevant details. | | |
| Alternative Flow: | No Bookings:  If no booking data is available for the selected criteria, the system will display a message indicating that there are no bookings scheduled. | | |
| Exception Flow: | Database Query Error:  If the system encounters an error while retrieving data from the database, it will display an error message and prompt the Admin or Hotel Owner to try again later. | | |
| Business Rules: |  | | |

**4.3.21 View number of rooms available by date**

| Use Case ID: | UC-34 | Use Case Name: | View number of rooms available by day |
| --- | --- | --- | --- |
| Created By: | NhatNM | Date Created: | 19/01/2024 |
| Primary Actor: | Guest,Customer | Secondary Actor: | None |
| Description: | This use case describes how Guest, Customer when the Travel returns the hotel room Guest, Customer can view the number of rooms available by day. | | |
| Priority: | High | | |
| Trigger: | Guest,Customer :Search hotel want to view the number of rooms available by day because they can choose hotel and room suitable for them | | |
| Preconditions: | N/A | | |
| Post-Conditions: | POST-1: The number of rooms available by day is retrieved from the database and displayed to the user.    POST-2: The user’s action of viewing number of rooms available by day is logged for auditing purposes. | | |
| Basic Flow: | Search hotel  1. Guest,Customer,Admin click search hotel  2. Travelofy show hotel’s list follow request.  3. Click hotel if Guest,Customer,Admin want choose.  4. Travelofy show the number of rooms available by day. | | |
| Alternative Flow: | N/A | | |
| Exception Flow: | N/A | | |
| Business Rules: | N/A | | |

**4.3.22 View owner partner**

| Use Case ID: | UC-38.1 | Use Case Name: | View owner partner |
| --- | --- | --- | --- |
| Created By: | NhatNM | Date Created: | 19/01/2024 |
| Primary Actor: | Admin | Secondary Actor: | Hotel Owner |
| Description: | This use case allow Admin view list of pending hotel owner account | | |
| Priority: | Medium | | |
| Trigger: | Admins want to view all pending hotel owner account to decide to accept or reject | | |
| Preconditions: | PRE 1 : Log in Travelofy platform as Admin | | |
| Post-Conditions: | POST-1 : The list of pending hotel host account will be displayed | | |
| Basic Flow: | 1.Admin in the admin home page then click “Hotel Management”.  2. Admin click “Pending hotel owner account” section  3. List of pending hotel owner account will be displayed | | |
| Alternative Flow: | N/A | | |
| Exception Flow: | N/A | | |
| Business Rules: | N/A | | |

**4.3.23 Lock/Unlock owner account**

| Use Case ID: | UC-23 | Use Case Name: | Lock/Unlock owner account |
| --- | --- | --- | --- |
| Created By: | NhatNM | Date Created: | 19/01/2024 |
| Primary Actor: | Admin | Secondary Actor: | None |
| Description: | An administrator manages locked or unlocked owner accounts within the system. When an account is locked, the user is denied access until the administrator unlocks it. | | |
| Priority: | Low | | |
| Trigger: | When admin want to lock user who violate Travelofy system policies or unlock the account when punishment is over | | |
| Preconditions: | PRE-1: The admin is logged into the Travelofy platform. | | |
| Post-Conditions: | POST-1: The account is accessible/inaccessible after unlocked/locked | | |
| Basic Flow: | 1.1 Navigates to the hotel owner management section.  1.2 Selects a owner account to lock or unlock.  1.3 Choose the appropriate action (lock or unlock).  1.4 Confirm the action (MSG30)  1.5 The system updates the account status accordingly. (MSG31) | | |
| Alternative Flow: | None | | |
| Exception Flow: | None | | |
| Business Rules: | BR-03, BR-07, BR-16, BR-15 | | |

**4.3.24 delete feedback**

| Use Case ID: | UC-15 | Use Case Name: | delete feedback |
| --- | --- | --- | --- |
| Created By: | LongVQH | Date Created: | 01/19/2025 |
| Primary Actor: | Customer | Secondary Actor: | None |
| Description: | This use case describes how all Customers can update their feedback reviews of a hotel. | | |
| Priority: | Medium | | |
| Trigger: | Click on the three dots on the right-top of their comment and choose delete. | | |
| Preconditions: | PRE-1: Customer has logged in into Travelofy systems.  PRE-2: The customer finds their previous feedback on the specific hotel.  PRE-3: The customer chooses “delete” . | | |
| Post-Conditions: | POST-1: Travelofy system works stably, without error.  POST-2: Customers can see that their feedback has been removed. | | |
| Basic Flow: | 1. The customer finds their previous feedback on the specific hotel.  2. The customer clicks on the three dots on the right-top of their comment and chooses delete.  3. The comment field reload. | | |
| Alternative Flow: | None | | |
| Exception Flow: | None | | |
| Business Rules: | BR-07, BR-16, BR-18 | | |

**4.3.25 View Booking Bill**

| Use Case ID: | UC-36-37 | Use Case Name: | View booking bill |
| --- | --- | --- | --- |
| Created By: | LongVQH | Date Created: | 01/19/2025 |
| Primary Actor: | Hotel Owner | Secondary Actor: | None |
| Description: | This use case describes how all Hotel Owners view booking bills in a period time. | | |
| Priority: | High | | |
| Trigger: | The Hotel Owner clicks on the bill chart to see all the bills. | | |
| Preconditions: | PRE-1: The Hotel Owner has logged in into Travelofy systems.  PRE-2: The Hotel Owner clicks on the bill chart. | | |
| Post-Conditions: | POST-1: Travelofy system works stably, without error.  POST-2: Hotel Owners can see all data of booking bill in a period time  . | | |
| Basic Flow: | 1. The Hotel Owners click on the booking bill chart.  2. Travelofi platform generates the booking bill chart within a period time.  3. The Hotel Owners can export all the bill data as an excel file. | | |
| Alternative Flow: | N/A | | |
| Exception Flow: | N/A | | |
| Business Rules: | BR-07, BR-16, BR-18 | | |

**4.3.26 Lock/Unlock Customer Account**

| Use Case ID: | UC-40 | Use Case Name: | Lock / Unlock customer account |
| --- | --- | --- | --- |
| Created By: | LongVQH | Date Created: | 01/19/2025 |
| Primary Actor: | Admin | Secondary Actor: | None |
| Description: | This use case describes allowing Admin to lock an account if they violate the terms and unlock. | | |
| Priority: | High | | |
| Trigger: | The Admin click on “lock” button to lock the Hotel Owner account or “unlock” button after lock to unlock account. | | |
| Preconditions: | PRE-1: The Admin has logged in into Travelofy systems.  PRE-2: The Admin clicks on the Hotel Manager page. | | |
| Post-Conditions: | POST-1: Travelofy system works stably, without error.  POST-2:The Hotel Owner account has been locked and can not login to the platform. | | |
| Basic Flow: | 1. The Admin clicks on the Hotel Manager page.  2. Admin click on a specific Hotel Owner account.  3. Admin click on the “lock”button to lock the Hotel Owner account or click “unlock” to unlock the Hotel Owner account.  4. The Travelofi platform pops up a field that admin can give the reason why the Hotel Owner has to be locked or unlocked. | | |
| Alternative Flow: | N/A | | |
| Exception Flow: | N/A | | |
| Business Rules: | BR-07, BR-16, BR-18 | | |

**4.3.27 Customer View Favorite Hotel List**

| Use Case ID: | UC-17 | Use Case Name: | View favorite hotel |
| --- | --- | --- | --- |
| Created By: | SonDVT | Date Created: | 19/01/2025 |
| Primary Actor: | Customer | Secondary Actor: | None |
| Description: | This use case allows customers to view a list of their favorite hotels. | | |
| Priority: | Low | | |
| Trigger: | Customers click the "Favorite Hotels" link or button on the home page's navbar to navigate to . | | |
| Preconditions: | PRE-1. The customer has logged into the system. | | |
| Post-Conditions: | POST-1. The system displays a list of the customer's favorite hotels. | | |
| Basic Flow: | 1. Customers log in to the system.  2. Customers click the "Favorite Hotels" link or button on the home page's navbar to navigate to .  3. The system queries the list of customers' favorite hotels.  4. The system displays a list of the customer's favorite hotels.  5. Customers can view detailed information of each hotel in the list by clicking it. | | |
| Alternative Flow: | **No Favorite Hotels**  If the system cannot add a hotel to the favorites list due to a connection error, the system notifies the customer and asks them to try again later. The system displays a **MSG12** (Informational message) indicating no favorite hotels are found. | | |
| Exception Flow: | **Customer Not Logged In**  The customer attempts to add a hotel from favorites without being logged into their account. The system redirects the customer to the login page with an **MSG10** (Inline message). | | |
| Business Rules: | BR-10 | | |

**4.3.28 Customer Create Favorite Hotel List**

| Use Case ID: | UC-16 | Use Case Name: | Create favorite hotel |
| --- | --- | --- | --- |
| Created By: | SonDVT | Date Created: | 19/01/2025 |
| Primary Actor: | Customer | Secondary Actor: | None |
| Description: | This use case describes how a Customer can add a hotel to their list of favorite hotels. When the Customer finds a hotel they like, they can save that hotel to their favorites list for easy access in the future. | | |
| Priority: | Low | | |
| Trigger: | When a customer clicks the checkbox and clicks the save button  associated with a specific hotel. | | |
| Preconditions: | PRE-1. The Customer must be logged into their account.  PRE-2. The hotel information must be available and displayed to the Customer. | | |
| Post-Conditions: | POST-1. The selected hotel is added to the Customer's list of favorite hotels.  POST-2. The favorites list is updated and stored in the system. | | |
| Basic Flow: | 1. The Customer browses or searches for hotels on the website or app.  2. The Customer views the details of a specific hotel.  3. The Customer clicks on the "Add to Favorites" button and  button "Save" associated with the hotel.  4. The system confirms the addition of the hotel to the  Customer's favorites list.  5. The system updates the Customer's favorites list to include  the newly added hotel.  6. The Customer can view the updated favorites list to verify  the addition. | | |
| Alternative Flow: | **Hotel Already in Favorites List:**  If the Customer tries to add a hotel that is already in their favorites list, the system will notify the Customer an **MSG09** (Inline message). | | |
| Exception Flow: | **Customer Not Logged In**  The customer attempts to add a hotel from favorites without being logged into their account. The system redirects the customer to the login page with an **MSG10** (Inline message).  **System Error Adding** The customer tries to add/remove a hotel from favorites. The system encounters an error during the process. The system displays an **MSG11** (Inline message**).** | | |
| Business Rules: | BR-03, BR-10, BR-18 | | |

**4.3.29 Customer Delete Favorite Hotel List**

| Use Case ID: | UC-18 | Use Case Name: | Delete favorite hotel |
| --- | --- | --- | --- |
| Created By: | SonDVT | Date Created: | 19/01/2025 |
| Primary Actor: | Customer | Secondary Actor: | None |
| Description: | This use case allows customers to remove a hotel from their favorites list. | | |
| Priority: | Low | | |
| Trigger: | Customers click X button on the details page of a hotel in their favorites. | | |
| Preconditions: | PRE-1. The Customer must be logged into their account.  PRE-2. The customer has added at least one hotel to his favorites list. | | |
| Post-Conditions: | POST-1. The hotel is removed from the customer's list of favorite hotels. | | |
| Basic Flow: | 1. Customers access their list of favorite hotels.  2. Customers select the hotel they want to delete.  3.Customers click on the X button.  4. The authentication system recognizes the deletion and removes the hotel from the customer's favorites list.  5. Use case ends. | | |
| Alternative Flow: | **Cancel Delete**  The customer navigates to their favorites section. The customer decides not to delete a hotel and cancels the action. The system discards the deletion request and returns to the favorites list. | | |
| Exception Flow: | **Customer Not Logged In**  The customer attempts to add a hotel from favorites without being logged into their account. The system redirects the customer to the login page with an **MSG10** (Inline message). | | |
| Business Rules: | BR-10 | | |

**4.3.30 Booking Room**

| Use Case ID: | UC-11 | Use Case Name: | Book room |
| --- | --- | --- | --- |
| Created By: | SonDVT | Date Created: | 19/01/2025 |
| Primary Actor: | Customer, Hotel Host | Secondary Actor: | None |
| Description: | This use case describes the process where a customer or hotel host books a room through the Travelofy platform. | | |
| Priority: | High | | |
| Trigger: | - The customer wants to book a room.  - The hotel host wants to update their available room by making reservation for offline booking situation | | |
| Preconditions: | PRE-1: The user is logged into the Travelofy platform.  PRE-2: The room the user wants to book is available. | | |
| Post-Conditions: | POST-1: Travelofy system works stably, without error.  POST-2: The room is booked by the customer and is no longer available for the same time period.  POST-3: The booking details are saved in the system. | | |
| Basic Flow: | **1.1 Customer flows**  1. The customer searches for a hotel with required criteria.  2. The customer selects a hotel from the search results.  3. The customer choose the amount and type of rooms  4. The customer confirms the booking at the checkout page.  5. The customer pays the booking  6. The system saves the booking details and updates the room availability.  **1.2 Owner flows**  1. The hotel host navigates to the “View available room by date” section  2. The hotel host searches the date  3. The hotel host clicks on the “Insert offline booking” button  4. The hotel host fill in all the fields and click the “Submit” button to submit the booking | | |
| Alternative Flow: | 4a. If the room becomes unavailable before the user confirms the booking, the system redirects the customer to the error page and the booking process is canceled. | | |
| Exception Flow: | None | | |
| Business Rules: | BR-03, BR-07, BR-09, BR-16 | | |

**4.3.31 Create Hotel Information**

| Use Case ID: | UC-20 | Use Case Name: | Create hotel information |
| --- | --- | --- | --- |
| Created By: | SonDVT | Date Created: | 19/01/2025 |
| Primary Actor: | Hotel Host | Secondary Actor: | N/A |
| Description: | This use case allows a Hotel Host to create and submit detailed information about a new hotel on the Travelofy platform. This includes providing essential details such as the hotel name, location, description, etc.. | | |
| Priority: | High | | |
| Trigger: | A Hotel Host decides to add a new hotel to the Travelofy platform. | | |
| Preconditions: | PRE-1. The hotel information is created and stored in the system. PRE-2. The new hotel is available for search and viewing by Guests and Customers on the Travelofy platform. | | |
| Post-Conditions: | POST-1. The new hotel’s information has been displayed on Travelofy platform. | | |
| Basic Flow: | **Hotel Host navigates to the “Hotel Management” Section**   1. Hotel Host click “Add” button to add hotel information 2. The “Add New Hotel” will be displayed. 3. Hotel Host fills all input field of hotel’s information 4. Hotel Host click “Add”” button to submit form | | |
| Alternative Flow: | N/A | | |
| Exception Flow: | N/A | | |
| Business Rules: | N/A | | |

**4.3.32 View Hotel Information**

| Use Case ID: | UC-21 | Use Case Name: | View hotel information |
| --- | --- | --- | --- |
| Created By: | SonDVT | Date Created: | 19/01/2025 |
| Primary Actor: | Guest,Customer,Hotel host | Secondary Actor: | None |
| Description: | This use case describes how guest, customer and hotel host can view the details of a hotel in their hotel inventory on the Travelofy platform. | | |
| Priority: | High | | |
| Trigger: | Guest,Customer,Hotel host,Admin want to view hotel information to see detailed hotel information | | |
| Preconditions: | PRE-1: Hotel existed in Travelofy platform | | |
| Post-Conditions: | POST-1: The hotel information is retrieved from the database and displayed to the who request | | |
| Basic Flow: | View hotel information:  - Actor : Guest,Customer,Admin flow  1. Guest,Customer,Admin click search hotel  2. Travelofy show hotel’s list follow request.  3.Guest,Customer,Admin click hotel if they want view the hotel information.  4. Travelofy show hotel information.  - Actor : Hotel host flow  1. Hotel host click view hotel information  2. Travelofy show hotel information. | | |
| Alternative Flow: | N/A | | |
| Exception Flow: | N/A | | |
| Business Rules: | BR-1 | | |

**4.3.33 Update Hotel Information**

| Use Case ID: | UC-22 | Use Case Name: | Update hotel’s information |
| --- | --- | --- | --- |
| Created By: | SonDVT | Date Created: | 19/01/2025 |
| Primary Actor: | Hotel Host | Secondary Actor: | N/A |
| Description: | This use case allows a Hotel Host to update the information of their hotel on the Travelofy platform | | |
| Priority: | High | | |
| Trigger: | A Hotel Host decides to update the information of their hotel to ensure it is current and accurate. | | |
| Preconditions: | PRE-1. The Hotel Host is logged into the Travelofy platform.  PRE-2. The Hotel Host has the necessary permissions to update hotel information.  PRE-3. The hotel to be updated exists in the system. | | |
| Post-Conditions: | POST-1. The hotel’s information was updated on Travelofy platform | | |
| Basic Flow: | 1. Hotel Host navigates to the hotel management section. 2. The system displays hotel owned by the Hotel Host. 3. The system displays the current information of the selected hotel. 4. Hotel Host edits the desired fields (e.g., name, address, description, images,..). 5. Hotel Host submits the updated information. 6. The system validates the updated information for completeness and accuracy. 7. The system updates the hotel’s information in the database. 8. The system confirms the successful update to the Hotel Host. 9. The system notifies successfully updated message on screen | | |
| Alternative Flow: | Flow 1: Cancel Update   1. Hotel Host cancels the update action. 2. The system retains the existing hotel information and returns to the hotel management section.   Flow 2: Partial Update   1. Hotel Host only updates some of the fields. 2. Hotel Host submits the partial updates. 3. The system processes the updates for the fields that were changed. 4. The system confirms the successful update to the Hotel Host. 5. The system reflects the updated information in all relevant sections of the platform. | | |
| Exception Flow: | Exception: Invalid Information   1. If the updated information fails validation (e.g., incorrect format, missing required fields), the system displays appropriate error messages. 2. Hotel Host corrects the information. 3. Hotel Host submits the updated information again. | | |
| Business Rules: | BR-15,BR-16,BR-17 | | |

**4.3.34 Pay**

| Use Case ID: | UC-19 | Use Case Name: | Pay |
| --- | --- | --- | --- |
| Created By: | HungPT | Date Created: | 19/01/2025 |
| Primary Actor: | Customer | Secondary Actor: | PayOS platform |
| Description: | This use case describes how a customer makes a payment for their confirmed hotel reservation on the Travelofy platform. | | |
| Priority: | High | | |
| Trigger: | The customer confirms a hotel reservation and proceeds to payment. | | |
| Preconditions: | PRE-1: The customer is logged into the Travelofy platform.  PRE-2: The customer has a confirmed hotel reservation that requires payment. | | |
| Post-Conditions: | POST-1: Travelofy system works stably, without error.  POST-2: The customer’s reservation is marked as “Paid” in the system.  POST-3: The payment details are saved in the system. | | |
| Basic Flow: | 1. The customer views the details of their confirmed reservation at the checkout page.  2. The customer selects the “Continue” option.  3. The system redirects the customer to the PayOS payment platform.  4. The customer scans the QR or manually input banking information on the PayOS platform and proceeds the payment.  5. PayOS processes the payment and sends the payment result back to the Travelofy platform.  6. The Travelofy platform receives the payment result from PayOS and updates the reservation status to “Paid”. | | |
| Alternative Flow: | None | | |
| Exception Flow: | 4a. If the customer banks the wrong amount of money, after the payment expires the money gets refunded.  4b. If the payment expired, the customer is announced on the PayOS website | | |
| Business Rules: | BR-03, BR-07, BR-16, BR-13 | | |

**4.3.35 Lock/Unlock Customer Account**

| Use Case ID: | UC-06 | Use Case Name: | View personal information |
| --- | --- | --- | --- |
| Created By: | LongVQH | Date Created: | 01/19/2025 |
| Primary Actor: | Customer, Hotel Owner | Secondary Actor: | None |
| Description: | This use case describes Allow Customer, Hotel Owner to view their information on platform | | |
| Priority: | High | | |
| Trigger: | The Customer, Hotel Owner after creating an account will auto generate a default information account . | | |
| Preconditions: | PRE-1: The Customer, Hotel Owner have create account and logged in into Travelofi systems.  PRE-2: The Customer, Hotel Owner clicks on their information page. | | |
| Post-Conditions: | POST-1: Travelofy system works stably, without error.  POST-2:The Customer, Hotel Owner can see their information. | | |
| Basic Flow: | 1. The Customer, Hotel Owner login in the Travelofi platform.  2. The Customer, Hotel Owner click on their account avatar.  3. Platform redirected Customer and Hotel owner to their info page. | | |
| Alternative Flow: | N/A | | |
| Exception Flow: | N/A | | |
| Business Rules: | BR-07, BR-16, BR-18 | | |

**4.3.36 Create hotel room**

| Use Case ID: | UC-25 | Use Case Name: | Create hotel room |
| --- | --- | --- | --- |
| Created By: | SonDVT | Date Created: | 19/01/2025 |
| Primary Actor: | Hotel host | Secondary Actor: | None |
| Description: | This use case describes how a hotel host can add a new room type to their hotel on the Travelofy platform. | | |
| Priority: | High | | |
| Trigger: | The hotel host wants to add a new room type to their hotel. | | |
| Preconditions: | PRE-1: The hotel host is logged into the Travelofy platform.  PRE-2: The hotel host has create hotel in Travelofy platform | | |
| Post-Conditions: | POST-1: A new room type is added to the hotel’s inventory in the Travelofy system.  POST-2: Travelofy system works stably, without error. | | |
| Basic Flow: | 1. The hotel host navigates to the “Room Detail” section. 2. The hotel host enters the details for the new room (e.g., room type, capacity, price). 3. The hotel host saves the new room. 4. The system validates the room details and adds the new room to the hotel’s inventory.   ● Upon successful addition, the system will display **MSG19** (Inline message). | | |
| Alternative Flow: | **Alternative Flow:**   1. **Invalid Input:**   ○ If the hotel host enters invalid details for the new room (e.g., missing required fields), the system will display **MSG20** (Inline message). | | |
| Exception Flow: | **System Error:**    ● If the system encounters an error while saving the new room or validating the details, the system will display **MSG21** (Inline message).  ● The hotel host may need to retry the operation later or contact support for assistance. | | |
| Business Rules: | BR-03, BR-08, BR-16 | | |

**4.3.37 View hotel room**

| Use Case ID: | UC-26 | Use Case Name: | View hotel room |
| --- | --- | --- | --- |
| Created By: | SonDVT | Date Created: | 19/01/2025 |
| Primary Actor: | Guest,Customer, Hotel host | Secondary Actor: | None |
| Description: | This use case describes how guest, customer and hotel host can view the details of a room in their hotel inventory on the Travelofy platform. | | |
| Priority: | High | | |
| Trigger: | The user wants to view the room details. | | |
| Preconditions: | PRE-1: Hotel room existed in Travelofy platform | | |
| Post-Conditions: | POST-1: The user has viewed the details of the selected room.  POST-2: Travelofy system works stably, without error. | | |
| Basic Flow: | 1. - Hotel host flow: 2. 1. The hotel host navigates to the “Room Management” section. 3. 2. The hotel host selects the name of the room he wants to view. 4. 3. The hotel host sees the details for the selected room (e.g., room type, capacity, price). 5. - Guest, customer flow: 6. 1. Navigates to a hotel detail page 7. 2. Clicks on “Xem chi tiết phòng” of the wanted room 8. 3. Redirect user to the room details page | | |
| Alternative Flow: | None | | |
| Exception Flow: | 1. None | | |
| Business Rules: |  | | |

**4.3.38 Update hotel room**

| Use Case ID: | UC-27 | Use Case Name: | Update hotel room |
| --- | --- | --- | --- |
| Created By: | SonDVT | Date Created: | 19/01/2025 |
| Primary Actor: | Hotel host | Secondary Actor: | None |
| Description: | This use case describes how a hotel host can view the details of a room in their hotel inventory on the Travelofy platform. | | |
| Priority: | Low | | |
| Trigger: | The hotel host wants to view the room type from their hotel inventory. | | |
| Preconditions: | PRE-1: The hotel host is logged into the Travelofy platform.  PRE-2: The hotel room existed in the hotel inventory | | |
| Post-Conditions: | POST-1: The hotel host has viewed the details of the selected room.  POST-2: Travelofy system works stably, without error. | | |
| Basic Flow: | 1. The hotel host navigates to the “Room Management” section. 2. The hotel host selects the update option next to the desired room. 3. The hotel host changes the information they want to update and saves the changes. 4. The system validates the changes and notifies the hotel host.   ● Upon successful validation and update, the system will display MSG22 (Inline message). | | |
| Alternative Flow: | Validation Error:  ● If the system encounters validation errors (e.g., incorrect format or missing information in the update), the system will display MSG23 (Inline message).  ● The hotel host must correct the errors before proceeding. | | |
| Exception Flow: | System Error:  ● If the system encounters an error while validating or saving the changes, the system will display MSG24 (Inline message).  ● The hotel host may need to retry the operation later or contact support for assistance. | | |
| Business Rules: | BR-03, BR-08, BR-16 | | |

**4.3.39 Delete hotel room**

| Use Case ID: | UC-28 | Use Case Name: | Delete hotel room |
| --- | --- | --- | --- |
| Created By: | SonDVT | Date Created: | 19/01/2025 |
| Primary Actor: | Hotel host | Secondary Actor: | None |
| Description: | This use case describes how a hotel host can delete a room type in their hotel inventory on the Travelofy platform. | | |
| Priority: | Low | | |
| Trigger: | The hotel host wants to delete the room type from their hotel inventory. | | |
| Preconditions: | PRE-1: The hotel host is logged into the Travelofy platform.  PRE-2: The hotel room exists in the hotel inventory. | | |
| Post-Conditions: | POST-1: The status of the hotel room is updated (either active or inactive).  POST-2: The Travelofy system operates stably, without errors.  POST-3: The room is available or unavailable for reservation based on its status | | |
| Basic Flow: | 1. The hotel host navigates to the “Room Management” section. 2. The hotel host selects a room from their hotel inventory. 3. The system displays **MSG25** (Confirmation message) to confirm the status change. 4. The hotel host confirms the status change. 5. The system updates the room status (either active or inactive) and displays a success message **(MSG26).** | | |
| Alternative Flow: | None | | |
| Exception Flow: | 1. If the system encounters an error while updating the room status, the system displays **MSG27** (Inline message). 2. The hotel host may need to retry the operation later or contact support for assistance. | | |
| Business Rules: | BR-04, BR-08, BR-16 | | |

# OVERVIEW

## Actors

* Guest
* Customer
* Owner
* Admin

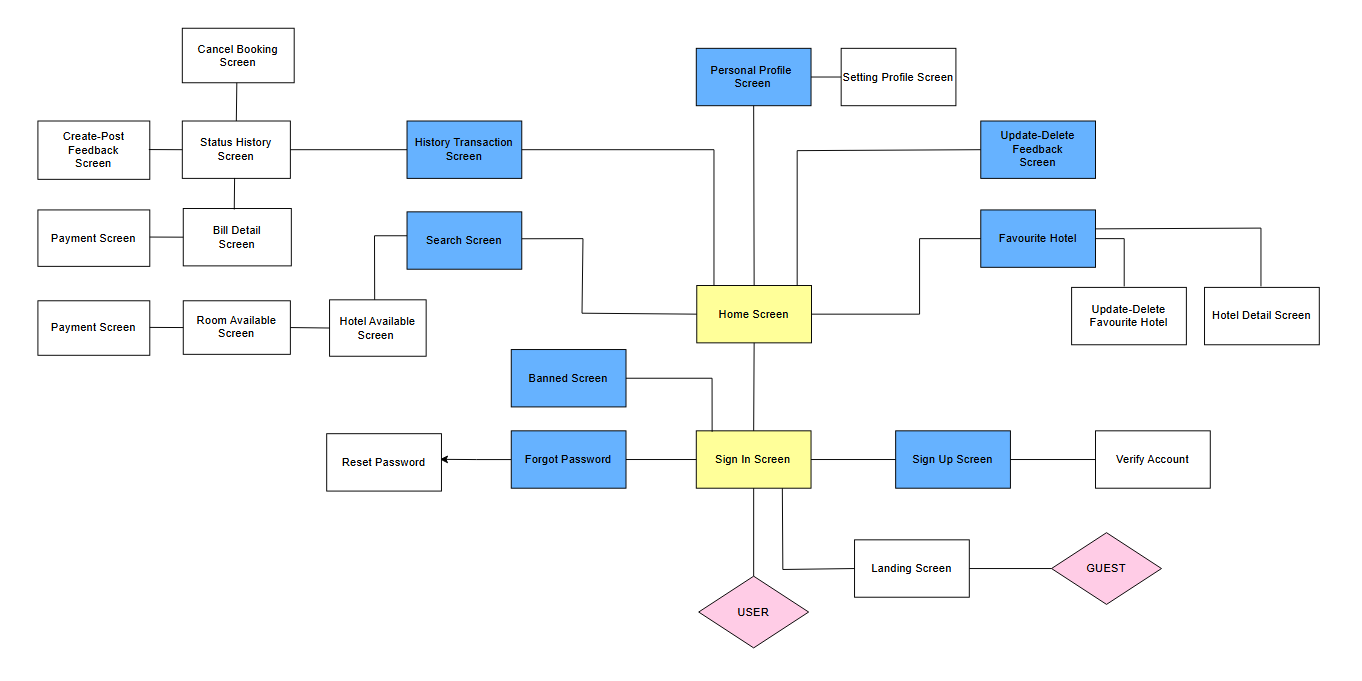
## System Use Case Diagram

## 

***Figure 2. Use case diagram***

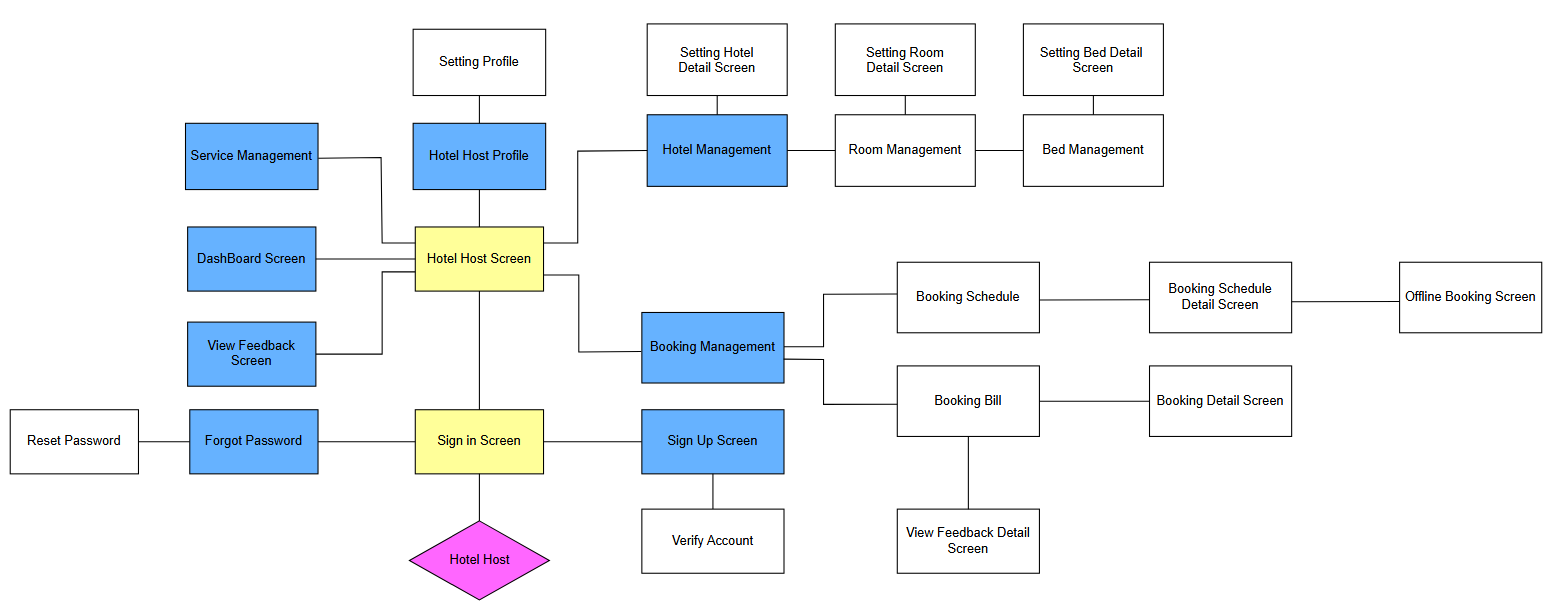
## System Pages Flow

5.3.1 Customer / Guest Screen Flow



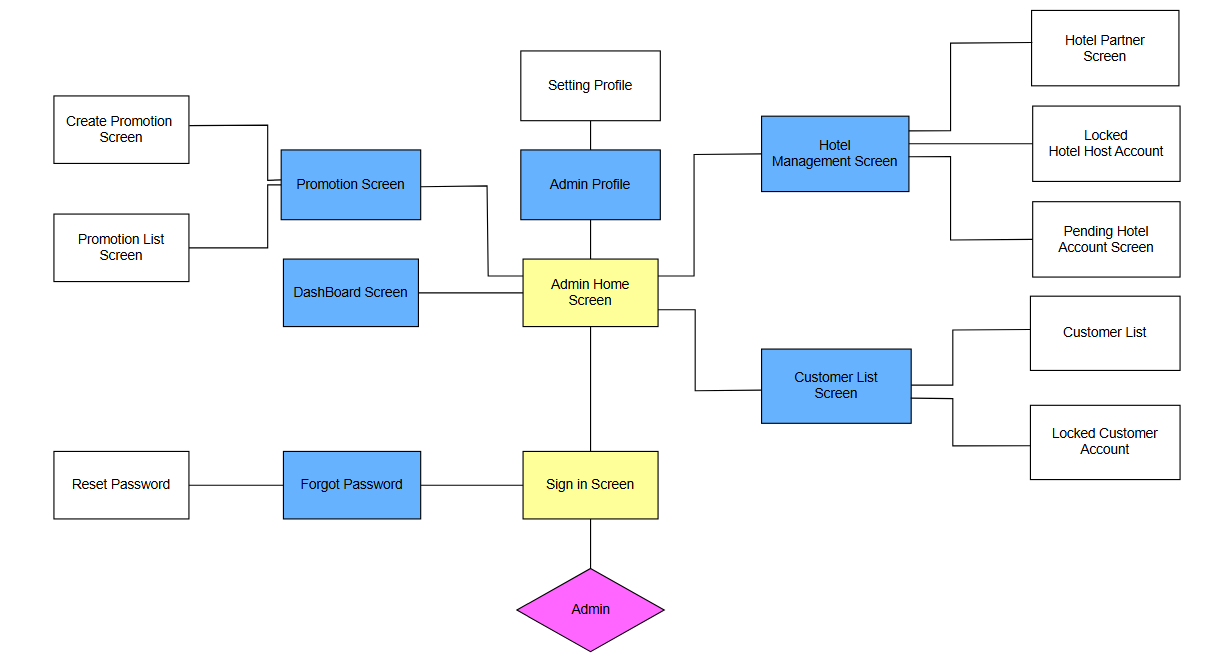
***Figure 3. Customer / Guest Screen Flow***

5.3.2 Owner Screen Flow



***Figure 4. Owner Screen Flow***

5.3.3 Admin Screen Flow



***Figure 5. Admin Screen Flow***

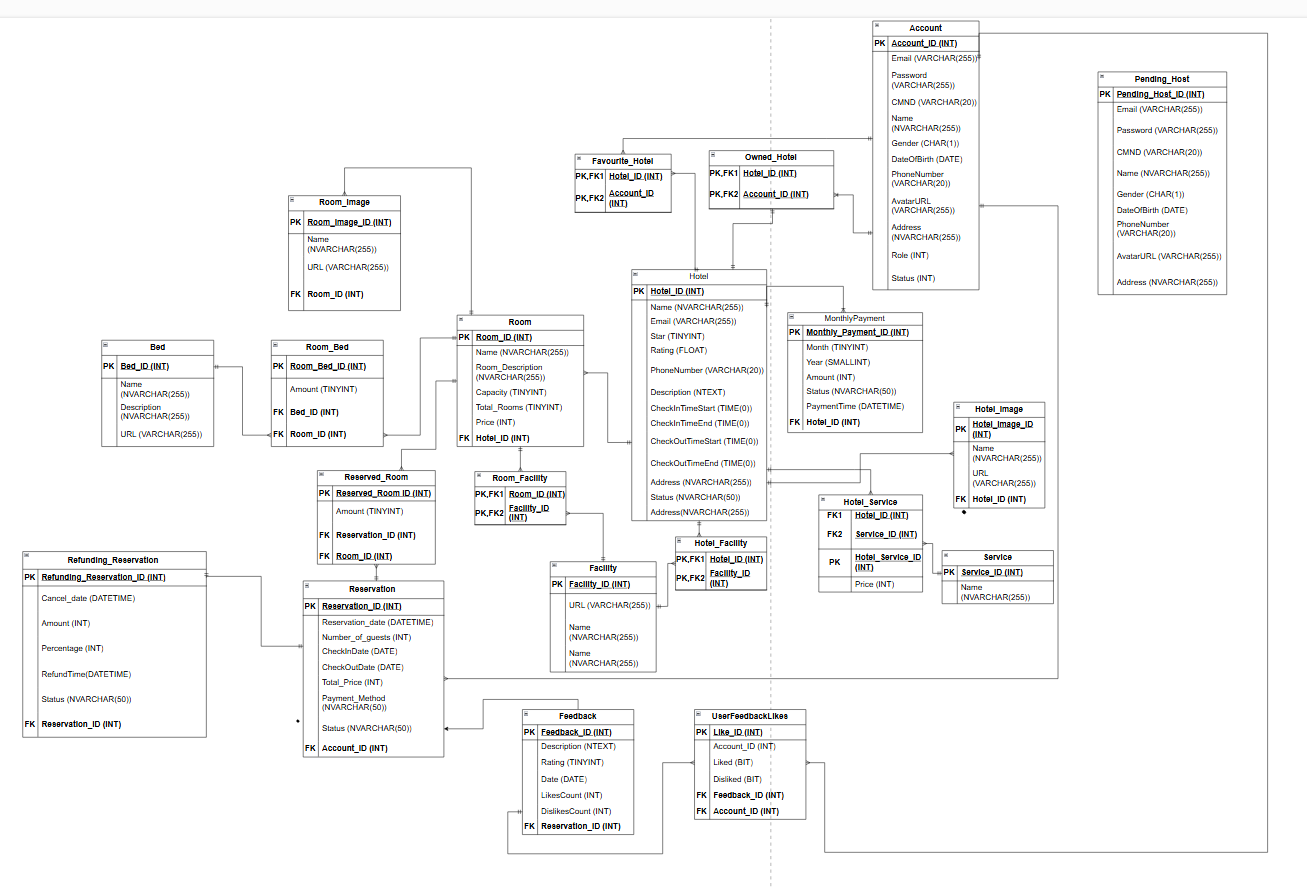
# SCREEN DESIGN

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# DATA STRUCTURE

## Entity diagram

## Database



***Figure 7. Database***

# NON-FUNCTIONAL REQUIREMENTS AND OTHERS

# REQUIREMENT APPENDIX

***9.1 Business Rules***

| # | Rule Definition |
| --- | --- |
| BR-01 | Only one account can be created per email address. |
| BR-02 | Users can log in faster using their Google account. |
| BR-03 | Data modifications must be validated and processed securely. |
| BR-04 | All canceling actions must have a confirmation step. |
| BR-05 | Admins can approve hotel owner accounts. |
| BR-05 | The system must maintain and display hotel and room information securely. |
| BR-06 | The system must accurately manage and display revenue and booking data. |
| BR-07 | All update actions must have a confirmation step to prevent accidental updates. |
| BR-08 | The system must automatically log out users after a period of inactivity for security purposes. |
| BR-09 | Logout actions must have a confirmation step to prevent accidental logouts. |
| BR-10 | Admins must validate and approve promotions before they are published. |
| BR-11 | Hotel owners must update room availability in real-time to prevent double bookings. |
| BR-12 | Hotel owners must update service availability in real-time to accurately reflect hotel amenities. |
| BR-13 | All financial transactions must be securely processed and logged for auditing purposes. |
| BR-14 | The system must handle customer disputes and complaints about hotel services promptly and fairly. |
| BR-15 | Customer data must be kept confidential and used only for authorized purposes. |
| BR-16 | The system must provide a user-friendly interface for easy navigation and interaction. |
| BR-17 | The platform must maintain a high uptime percentage and have quick resolution times for any downtime incidents. |
| BR-18 | Customers can edit their profile information except for their email address. |
| BR-19 | The system must notify users of important updates and changes via email or platform notifications. |
| BR-20 | Admins must have access to comprehensive reporting tools for monitoring platform performance and user activity. |
| BR-21 | Only Customer have permission for this action |

**Table 6. Business Rule**

9.2 Common Requirements

| # | Requirement | Description |
| --- | --- | --- |
| 1 | Objective | Travelofy must provide high-quality, travel-related information to users, ensuring they receive valuable insights and recommendations on various travel topics. |
| 2 | Functionality | Travelofy must provide basic functions of an online booking platform such as searching for suitable hotels, booking operations, payment, customer experience evaluation,... |
| 3 | Customer interface design | Travelofy must have a uniform design, avoiding excessive colors that distract users, especially the colors that must match the travel theme. Limit factors that distract customers from the website such as advertisements, side information, etc. |
| 4 | Security | Travelofy must ensure the security of all user information, protect personal data and privacy in customer transactions on the platform. |
| 5 | Responsive | The Travelofy platform must also be compatible with mobile and tablet devices so that Customers can access the platform more easily. |
| 6 | Page loading speed | Travelofy should load quickly to ensure users do not have to wait long to receive booking notifications as well as manage and access travel information on the platform. |
| 7 | Reliability | Travelofy must ensure a high level of reliability, especially for sending personal images, with measures in place to prevent unauthorized copying or misuse of images. |
| 8 | Data management | Travelofy must manage and store user data responsibly without interfering with users' personal content |
| 9 | Availability | Travelofy must operate stably and without problems, ensuring users can access travel and hotel information accurately and perform other operations smoothly. |

**Table 7. Common Requirements**

9.3 Application Messages List

| # | Message code | Message Type | Context | Content |
| --- | --- | --- | --- | --- |
| 1 | MSG01 | Inline message | Login with invalid email or password. | Invalid email or password. Please try again. |
| 2 | MSG02 | Confirmation message | Logout Process | Are you sure you want to logout? |
| 3 | MSG03 | Inline message | Logout Due to Inactivity | You have been logged out due to inactivity. |
| 4 | MSG04 | Inline message | System Error During Logout | An error occurred while logging out. Please try again. |
| 5 | MSG05 | Inline message | Accessing without being Logged In | You need to be logged in to do this action. |
| 6 | MSG06 | Inline message | System Error Retrieving Customer Information | An error occurred while retrieving the information. Please try again later. |
| 7 | MSG07 | Inline message | Successful Update of Customer Information | Your information has been successfully updated. |
| 8 | MSG08 | Inline message | Invalid or Incomplete Fields in Customer Information Update | Some fields are invalid or incomplete. Please check and try again. |
| 9 | MSG09 | Inline message | Hotel Already in Customer's Favorites List | This hotel is already one of your favorites. |
| 10 | MSG10 | Inline message | Accessing Favorites Without Logging In | You need to be logged in to manage favorites. |
| 11 | MSG11 | Inline message | Error Updating Favorites | An error occurred while updating your favorites. Please try again later. |
| 12 | MSG12 | Informational Message | No Favorite Hotels Found | You haven't added any hotels to your favorites yet |
| 13 | MSG13 | Informational Message | No Services Listed for Hotel | No services are currently listed for this hotel |
| 14 | MSG14 | Inline message | Accessing Hotel Services Without Logging In | You need to be logged in to view hotel services. |
| 15 | MSG15 | Inline message | Error Retrieving Hotel Services | An error occurred while retrieving hotel services. Please try again later. |
| 16 | MSG16 | Inline message | Error Saving Hotel Services | An error occurred while saving hotel services. Please try again later. |
| 17 | MSG17 | Inline message | Error Deleting Hotel Service | An error occurred while deleting hotel service. Please try again later. |
| 18 | MSG18 | Inline message | Error Saving New Service | An error occurred while saving the new service. Please try again later. |
| 19 | MSG19 | Inline message | Successful Room Addition | Your new room has been successfully added. |
| 20 | MSG20 | Inline message | Invalid Input for New Room Details | Some details for the new room are invalid or incomplete. Please check and try again. |
| 21 | MSG21 | Inline message | System Error During Room Addition | An error occurred while adding the new room. Please try again later. |
| 22 | MSG22 | Inline message | Successful Room Update | The room details have been successfully updated. |
| 23 | MSG23 | Inline message | Validation Error in Room Update | There are errors in the update. Please correct them and try again. |
| 24 | MSG24 | Inline message | System Error During Room Update | An error occurred while updating the room details. Please try again later. |
| 25 | MSG25 | Inline message | Deletion Confirmation Required | Please confirm the deletion to proceed. |
| 26 | MSG26 | Inline message | Room Deletion Success | The room has been successfully deleted from your hotel inventory. |
| 26 | MSG27 | Inline message | System Error During Room Deletion | An error occurred while deleting the room. Please try again later. |
| 28 | MSG28 | Inline message | Update Account Information | Please update your account information. |
| 29 | MSG29 | Inline message | Cancel Confirmation | Are you sure you want to cancel this booking? This action cannot be undone. |
| 30 | MSG30 | Inline message | Lock/Unlock confirmation | Are you sure to lock/unlock this account? This action cannot be undone. |
| 31 | MSG31 | Inline message | Account Status Update | Account status updated successfully. |
| 32 | MSG32 | Inline message | Search hotel with check in day invalid | The check in day is invalid. |
| 33 | MSG33 | Inline message | No Room Selected | You must select a room before coming to booking details. |
| 34 | MSG34 | Inline message | No Booking Transaction | You have no booking transaction |
| 35 | MSG35 | Inline message | No Booking Customer | You have no booking customer |
| 36 | MSG36 | Inline message | Input-requirement fields are empty | [field’s name] is required |
| 37 | MSG37 | Inline message | Search hotel with check out day invalid | The check out day is invalid. |
| 38 | MSG38 | Inline message | Search hotel with number of rooms invalid | The number of rooms is invalid. |
| 39 | MSG39 | Inline message | Search hotel with number of people invalid | The number of people is invalid. |
| 40 | MSG40 | Toast message | Email existed in database | Your email exists! Please try other email |
| 41 | MSG41 | Inline message | Wrong code entered | Your verification code is wrong! Please check again! |
| 42 | MSG42 | Toast message | Token code is expired | Your token code is expired. Please send a request to create a new token. |
| 43 | MSG43 | Toast message | Customers cannot react their own feedback | You cannot react your feedback |
| 45 | MSG44 | Inline message | The list feedback is empty | You don’t have any feedback |
| 46 | MSG45 | Inline message | There no customer meet selected criteria | There no customer meet your requirements |

**Table 8. Application Message List**